

What is claimed is:

1. A method of communicating with a computer telephony integration server, comprising:
 - encoding the information in extensible markup language;
 - 5 placing the encoded information in a simple object access protocol formatted message; and
 - transmitting the message by way of hypertext transfer protocol.
2. The method of claim 1, wherein the message is transmitted on a public network
- 10 3. The method of claim 1, wherein the message is transmitted on the Internet.
4. The method of claim 1, further comprising:
 - receiving the message at a firewall; and
 - transmitting the message from the firewall to a CTI server.
- 15 5. The method of claim 4, further comprising confirming the safety of the request at the firewall.
6. The method of claim 4, further comprising the firewall transmitting the message to the CTI server if the address of the node transmitting the message is in a database of nodes approved to access the
- 20 CTI server.
7. The method of claim 4, further comprising the firewall not transmitting the message to the CTI server if the address of the node transmitting the message is not in a database of nodes approved to access the CTI server.
- 25 8. The method of claim 4, wherein the message is transmitted from the firewall to the CTI server on a private network.

9. A method of communicating with a computer telephony integration server, comprising:
transmitting a first request;
receiving and implementing simple object access protocol;
5 transmitting a second request for information from the computer telephony integration server utilizing simple object access protocol; and
receiving the information from the computer telephony integration server.

10. The method of claim 9, wherein the first request is transmitted
10 over a public network.

11. The method of claim 10, wherein the first request is received by a firewall coupled to the public network and a private network and transmitted to a server in the private network.

12. The method of claim 11, wherein the second request is
15 transmitted over the public network.

13. The method of claim 12, wherein the second request is received by the firewall and transmitted over the private network to the computer telephony integration server.

14. The method of claim 10, wherein the firewall confirms the safety
20 of the request.

15. The method of claim 10, wherein the firewall confirms the appropriateness of a node transmitting the first request.

16. The method of claim 9, wherein the first request is a request for information from the computer telephony integration server.

25 17. The method of claim 9, wherein the first request is a request for information from a web server that includes information to be received from a computer telephony integration server.

18. The method of claim 9, wherein the second request is encoded in extensible markup language.

19. The method of claim 9, wherein the second request is formatted in one or more simple object access protocol formatted packets.

5 20. The method of claim 9, wherein the second request is transmitted by way of hypertext transfer protocol.

21. A computer telephony integration device, comprising:
a communication adaptor to couple to a public network;
a processor coupled to the communication adaptor to:
10 encode a request in extensible markup language;
place the encoded request in a simple object access protocol
formatted message; and
transmit the message by way of hypertext transfer protocol
through the communication adaptor.

15 22. The computer telephony integration device of claim 21, wherein the processor places the request in a plurality of packets.

23. An article of manufacture, comprising:
a computer readable medium having stored thereon instructions which,
when executed by a processor, cause the processor to:
20 encode a request in extensible markup language;
place the encoded request in a simple object access protocol
formatted message; and
transmit the message by way of hypertext transfer protocol
through the communication adaptor.

25 24. The article of manufacture of claim 23, wherein the instructions cause the processor to place the request in a plurality of packets.

25. An application server, comprising:
a communication adaptor to couple to a public network;

a processor coupled to the communication adaptor to:
receive a request for execution of an application through the
communication adaptor;
encode a request in extensible markup language;
5 place the encoded request in a simple object access protocol
formatted message; and
transmit the message by way of hypertext transfer protocol
through the communication adaptor.

26. The application server of claim 25, wherein the processor is
10 further to receive additional requests for execution of the application and to
execute those requests for execution based on a schedule.